

Duke, Daphne

224803

2000-149.C

From: Issa Elkhoury [ielkhoury@globalconnectioninc.com]
Sent: Tuesday, July 13, 2010 2:30 PM
To: CLECreport
Cc: 'Angela Briggs'
Subject: SCPC CLEC - QUARTERLY SERVICE REPORT
Attachments: SC 2nd QUARTER REPORT- 2010.xls

Please find attached the SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT for the 2nd quarter of 2010.

Regards,
Issa

Issa Elkhoury
Global Connection Inc. of America
5555 Oakbrook Pkwy, Suite 620
Norcross, GA 30093
(678) 741-6444 Tel
(678) 741-6333 Fax

CONFIDENTIAL INFORMATION: This email and any file(s) transmitted with it are confidential and are intended solely for the use of the individual(s) or the entity to whom it is addressed. If you are not the intended recipient(s) or the person authorized by and responsible for delivering the e-mail to the intended recipient(s), be advised that you have received this e-mail in error and that any use of this e-mail and any file attachment(s) is not authorized by the sender of this e-mail or Global Connection Inc. of America. If you have received this e-mail in error, please immediately notify us by telephone at (678) 741-6444 or reply by e-mail to the sender and destroy the original transmission and its content(s).

1

SCPC CLEC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS
2nd Quarter Results
Apr, May, Jun 2010

COMPANY NAME Global Connection Inc. of America

QUARTER/YEAR 2nd Quarter / 2010

Month:	<u>April</u>	<u>May</u>	<u>June</u>
Number of customer Access Lines	<u>2,260</u>	<u>2,074</u>	<u>2,293</u>
Trouble Report / Access Line (%)	<u>0.88%</u>	<u>2.89%</u>	<u>5.67%</u>
Customer Out of Service Clearing Times (%)	<u>98%</u>	<u>94%</u>	<u>89%</u>
New Installs Completed within 5 Days (%)	<u>99%</u>	<u>98%</u>	<u>96%</u>
Commitment Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations _____

Person Making Report / Contact Information Issa Elkhoury

Phone (678) 741-6444

5555 Oakbrook Parkway, Ste. 620
Norcross, GA 30093